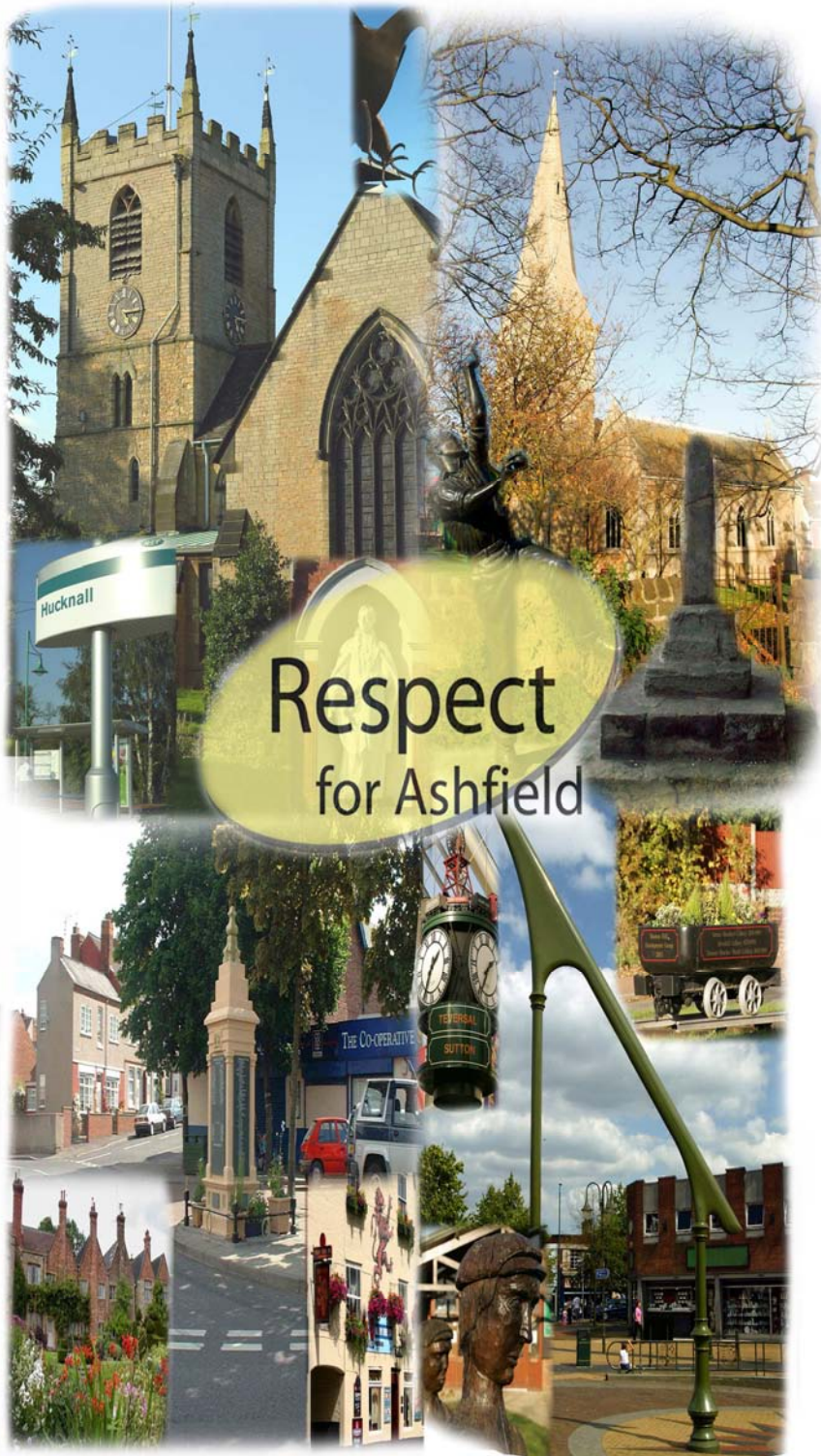


# Anti Social Behaviour



## Policy

2011-12



Respect  
for Ashfield



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"Delivering Excellent Housing Services"

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Ashfield Homes Limited (the Company) is an Arms Length Management Organisation (ALMO) set up by Ashfield District Council (ADC) on 1<sup>st</sup> April 2002 to manage, maintain and improve Ashfield District Councils housing stock.

The Company is one of the top performers nationally and has a reputation for delivering excellent Housing Management, Maintenance, and Support services. The Company is one of very few Housing Organisations to have been awarded an 'excellent' three star rating twice by the Audit Commission's Housing Inspectors. In September 2005, Ashfield Homes Limited (AHL) was the first ALMO in the country to complete its' programme of modernisation and repair works to Council homes to meet the Governments 'Decent Homes Standard' over four years ahead of the government's 2010 deadline.

The Company is committed to the delivery of Excellent Housing Services, and strives to deliver services which improve year upon year, provide value for money and opportunities for our customers to get involved, and meet the high expectations of tenants and service users.

The Company's vision is:

**"To ensure present and future customers, service users, and stakeholders of Ashfield Homes enjoy decent housing and a good quality of life in a stable community through the provision of excellent services, which meet their aspirations and provide value for money."**

The Company is dedicated to providing equality of opportunity and tackling discrimination, harassment, intimidation and disadvantage. The Company's aim is to foster safe, strong and inclusive communities where the diversity of people's backgrounds and circumstances is appreciated and positively valued and those from different backgrounds have equal life opportunities.

This document is the Company's Anti Social Behaviour Policy.



**Respect  
for Ashfield**

# Introduction

## Background

The Company has the responsibility for dealing with incidents of Anti Social Behaviour (ASB) in all Ashfield district Council (ADC) properties as part of its Housing Management function. This Policy has been developed to comply with Section 12 of the ASB Act 2003.

The Home Office in their 'More Effective Responses to Anti-Social Behaviour' document (February 2011) describe ASB as **“a range of everyday nuisance, disorder and crime, from graffiti and noisy neighbours to harassment and street drug dealing. It is sometimes dismissed as trivial, but anti-social behaviour has a huge impact on victims' quality of life, and it is the public's number one concern when it comes to local crime issues”**.

## Purpose of this Policy

This policy provides a framework for how AHL will deal with ASB and Hate Crime (HC). It should be remembered that this is guidance and each incident of ASB and HC is different and requires its own individual solution. However, the framework is based on good practice, direct customer feedback and sets out our usual routes for tackling such matters. Any diversion from this policy should always be agreed with the partners and relevant service Manager or Assistant Director of Housing.

## Legal Framework

At a national level, a large number of government initiatives have extended the scope and range of action against ASB. The Anti-Social Behaviour Act 2003 created new powers for tackling ASB, and in January 2004 the Home Office Anti-Social Behaviour Unit launched the 'Together' campaign to support the delivery of anti social action, which was superseded in 2006 by the Respect Standard for Housing Management.

Other relevant legislation include:

- Crime and Disorder Act 1998
- Human Rights Act 1998
- Freedom of Information Act 2000
- Environmental Protection Act 1995
- Housing Act 1996 & 2004
- Equality Act 2010

## Safeguarding Vulnerable People

Our Policy recognises AHL's existing policies on Safeguarding Children and Safeguarding Adults. The company's responsibilities are to ensure Safeguarding Policies, procedures and guidance for employees, effective inter-agency working including information sharing protocols and to develop awareness and training in respect of safeguarding adults. The Company also complies with the Safeguarding Vulnerable Groups Act 2006 requiring those who work with children or vulnerable adults to be checked and registered.

The Children's Act 2004 places duties on local authorities and other public bodies not only to co-operate with social services, but to make arrangements to safeguard and promote the welfare of children; and to share information with the local Safeguarding Children Board where necessary and appropriate.



# Aims and Objectives



## Policy Statement

The Company recognise that, to provide an excellent housing service, we must be effective in tackling the problems created by ASB and HC. The Company will be fully conversant with and take full account of legislation relating to the management of ADC's housing and ASB.

In addition, employees of the Company are required to have an understanding of legislation relevant to the tasks they are performing and have a commitment to the implementation of this Policy.

## Aims and Objectives of this Policy:

This policy aims to:

- Improve the 'feel good' factor of tenants living in ADC properties;
- Reduce, prevent or deter the incidence of ASB and HC's;
- Tackle the causes and deal with the consequences of ASB and HC's;
- Take appropriate action against those who cause ASB and HC's by using a variety of tools available;
- Support victims, witnesses and perpetrators;
- Link with wider partnerships to ensure that effective and appropriate links are in place with relevant partners;
- Raise the profile of the company which undertakes in the management of ASB and to ensure that whatever action the company takes has a positive outcome for the community.

The Company will ensure that:

- Every report of ASB and HC will be quickly and formally acknowledged;
- Investigations start at the earliest possible time after receipt of the complaint and in line with the Company's graded response;
- Every report of ASB and HC will be investigated fully;
- Investigations will seek to identify and interview all interested parties;
- All responses will where necessary, move from advice, conciliation and support for tenants' to a more formal action which includes Warning Advice Letters, Acceptable Behaviour Contracts (ABCs), Anti Social Behaviour Orders (ASBO's) and possession proceedings;
- All options are considered to seek sufficient resolution to cases and may include Mediation, multi Agency, Diversionary and Prevention;
- All victims and witnesses of ASB and HC's are provided with appropriate support;
- They work in partnership with partner organisations to tackle ASB and HC's in the District;
- Any person who is seeking an ADC tenancy is aware that ASB and HC's will not be tolerated.

# Responding to Change

## Customer Consultation

The ASB Policy has been developed in response to consultation with Tenants of Ashfield, and many of the mechanisms contained within this policy are as a direct result of that consultation. For more information on this initiative, please see the Ashfield standards.

## Responding to Change

In February 2011 the Home Office launched new proposals on ASB and a radical streamlining of the toolkit. These plans, still being developed include repealing the existing ASBO's to create a Criminal Behaviour Order that can be attached to a criminal conviction. Also, a Crime Prevention Injunction that can quickly stop ASB before it escalates. Some powerful incentives against perpetrators to stop behaving anti-socially include making breach of new orders grounds for possession. Further initiatives will include making breach of new orders new grounds for eviction from social housing, consolidation of existing tools on specific problems into a Community Protection Order and introducing a Community Trigger that provides victims and communities the right to require agencies to deal with ASB.

The Company will work with Tenants and Partner Agencies to respond to these recent changes as they become law, to ensure they work to compliment our services and our tiered approach to ASB

## National Police Pilot Projects

We are examining closely the outcomes of the eight police pilot projects across the country set up to use new systems to identify and identify and support victims of ASB. The pilots in Avon and Somerset, Cambridgeshire, Leicestershire, Lincolnshire, London, South Wales, Sussex and West Mercia will run until July 2011. These pilots look towards using modern technology to share information on ASB between multiple agencies

## Reporting Mechanisms

There are a number of ways that you can report ASB to us.  
You can call our **Stop moanin' Start phonin**, ASB Hotline

**Tel - 0800 952 0193**

You can text a message to our ASB  
mobile

**Text - 07786683692**

You can report online by logging onto  
**Web - [www.ashfieldhomes.co.uk](http://www.ashfieldhomes.co.uk)**

Or email us

**Email - [ahlmail@ashfieldhomes.co.uk](mailto:ahlmail@ashfieldhomes.co.uk)**

# Definitions of ASB

## What is Anti Social Behaviour?

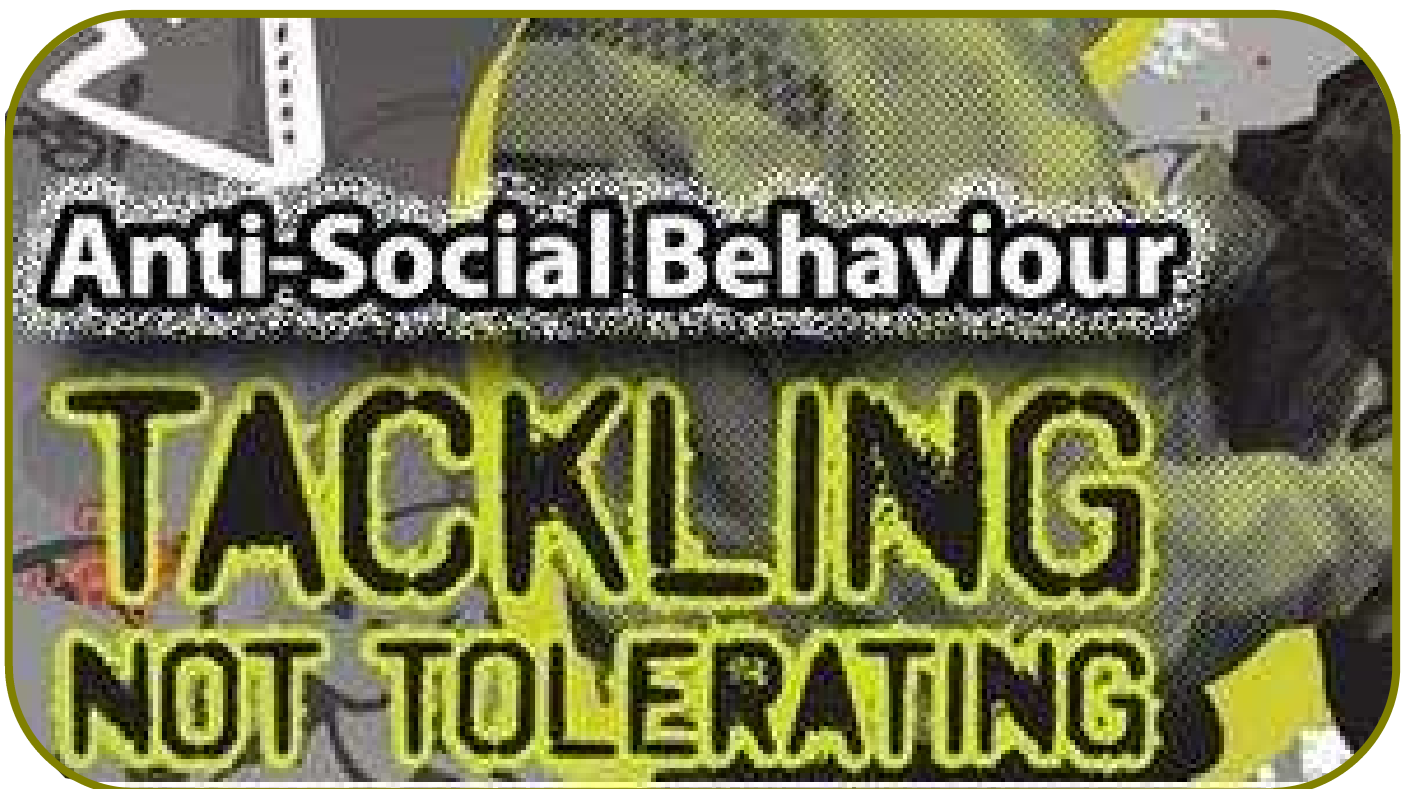
The Home Office in their 'More Effective Responses to Anti-Social Behaviour' document (February 2011) describes ASB as "a range of everyday nuisance, disorder and crime, from graffiti and noisy neighbours to harassment and street drug dealing. It is sometimes dismissed as trivial, but anti-social behaviour has a huge impact on victims' quality of life, and it is the public's number one concern when it comes to local crime issues".

The above definition will include incidents of nuisance, unreasonable and also petty and Sub-criminal behaviour, which if allowed to continue unchecked, have a major and adverse impact on the quality of life experienced by the victims.

## What is Hate Crime?

HC's (also known as bias-motivated crimes) is also a form of ASB. They occur when a perpetrator targets a victim because of their perceived membership in a certain social group, usually defined by racial group, religion, sexual orientation, disability, class, ethnicity, nationality, age, gender, gender reassignment, marital status, political affiliation or because they have HIV/AIDS.

HC generally refers to criminal acts which are seen to have been motivated by hatred of one or more of the listed groups. Incidents may involve physical assault, damage to property, bullying, harassment, verbal abuse, or insults, or offensive graffiti or letters i.e. hate mail.



# The Tiered Approach

## Our Responsibility

All Initial complaints will be received and investigated by the Companies Housing Management Advisors (HMAs) from the Tenancy Services Team and dealt with in a timely manner in line with agreed service standards and our tiered approach. Cases of a very serious nature, which involve vulnerable people, will be referred through Ashfield Partnership Against Crime's (APAC) Vulnerable Persons Panel .

## Our 'Tiered' Approach to tackling ASB

We have adopted a tiered approach to ASB to be used consistently across the company in line with the wishes of tenants. The aim of the tiered approach is to balance intervention and enforcement with prevention and to provide support to victims and perpetrators of ASB. The Company will provide training to employee's to ensure all our HMA's are empowered to pursue cases in a proactive and consistent manner.

By working in partnership with Nottinghamshire Police, the Youth Offending Service, Family intervention Project and other agencies we set out to achieve the most positive result for the victim, the community and the perpetrator.

The tiered approach allows the company to assess the level of ASB in any area and deal with it appropriately. The tiered approach uses a number of pro-active solutions to help combat unwelcome behaviour including:

- **Acknowledgement Letter** (Complainant)  
All complaints of ASB will be acknowledged formally by letter
- **Advice Letters** (Low level warning)  
Should a person cause minor ASB that has not come to the attention of the Company or the Police before, the perpetrator or parent/Guardian will be served with an advice letter followed by a visit to discuss the matter further
- **ASB Warning Letter** (Formal warning)  
Should a person cause ASB after receiving an advice letter, or should the incident be of a more serious nature, then a Warning letter will be sent, which will be followed by a formal interview
- **Acceptable Behaviour Contracts** (ABCs)  
ABC's are agreements between perpetrators of ASB and the relevant authorities. The ABC will normally last six months and will contain a maximum of five conditions aimed at changing the perpetrators behaviour.



# The Tools and Powers

## Action we can take

### Multi agency Meetings

AHL will work with a variety of voluntary and statutory agencies to pursue, investigate and respond to cases of ASB. We will endeavour to make best use of holistic working with third sector and public sector agencies. This process involves joint meetings to discuss cases in detail, and agree effective joint responses and solutions.

### Mediation

Mediation is an effective and flexible process that is used in a number of different situations. The mediation service aims to resolve disputes by a negotiated agreement between disputing parties without the need to go to court.

When parties find a solution which they all feel happy with, they are asked to sign an agreement. This is not a legal contract but allows parties to focus on what has been agreed on. The parties legal rights are not affected at any time and they are free to pursue a legal course of action if they so wish. The information discussed at Mediation, however remains confidential and cannot be used in court. For the purpose of this policy mediation is carried out by the Company's HMA's on a case by case basis.

### Diversionsary Activities

These are activities and interventions that divert young people from aimless or anti-social activities into pro-social, organised and constructive activities. Diversionsary activities will be delivered to compliment the Ashfield Tenant Compact and include current projects such as Spade Aid, Dreamscheme and Trail Blazers. All of our HMA's will proactively work to organise activities in problem areas that have been identified across the District.

### Introductory Tenancies

Introductory Tenancies apply to all new ADC tenants, other than where immediately before entering into this new tenancy the tenant was already a secure tenant for example, via transfers, mutual exchanges or moved into the area from another Council.

The use of Introductory Tenancies enables easier repossession of homes during the first 12 months of the tenancy where there are grounds for eviction. This may be due to ASB or rent arrears. The decision to use Introductory Tenancies within Ashfield provides a positive message to both new and existing tenants that ASB will not be tolerated.

### Restorative Justice

Restorative processes bring those affected by ASB, and those responsible for the harm, into communication, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward. It allows perpetrators to understand the real impact of what they've done, to take responsibility and make amends. Restorative Justice holds offenders to account for what they have done, personally and directly, and helps victims to get on with their lives. The Company will continue to look at ways of embracing this method into the daily management of cases where appropriate.

# Legal Tools and Powers

## Legal Remedies

HMA's will wherever possible make early contact with complainants to discuss their complaint, manage expectations and agree the process that the Company plans to take to investigate. They will always attempt to resolve matters amicably and work with other agencies in resolving ASB cases. However, it may still be necessary to advance cases to a more serious level which can include the following-:

### Injunctions

An injunction is a civil remedy which is obtained through the Court and either compels a person to do something or forbids a person from doing something. The breach of an injunction is regarded as contempt of court and could lead to a fine or imprisonment.

#### Anti-Social Behaviour Injunctions (ASBI's)

Council Landlords, Housing trusts and organisations or other Landlords can apply for an Injunction against a tenant, or anyone else living in the area to stop them behaving in a way which causes a nuisance.

If an Injunction Order is breached, the court can

- Remand the person causing ASB in custody,
- Detain them in hospital for assessment, or
- Grant them bail if unable to deal with the committal there and then.

An Injunction can be applied for either with a notice to the perpetrator or in cases of emergency, without notice.

This means that the perpetrator may not be informed of an Injunction against them in serious cases, until it has been granted by the court

#### Possession Orders

The Company can apply to the Court for an order for possession which could lead to eviction, where nuisance or ASB is affecting the locality.

#### Power of Arrest/Exclusion

The Court can attach a Power of Arrest and or an Exclusion Order to any of the clauses, premises or an area specified in the Injunction.

This will be where

- The conduct consists of or includes the use or threatened use of violence or
- There is a significant risk of harm to victims

These can last up to 12 months.

#### Demoted Tenancies

Ashfield Homes can apply to the Court for a demotion Order. If a secure tenancy is demoted then, for a period of one year, the tenant has some rights reduced, such as the 'Right to Buy' and repossession during the year becomes easier.



**Give respect Get respect**

# The Ashfield Standard

## National and Ashfield Standards

In April 2010 the Tenant Services Authority (TSA) became the regulators for all social Housing providers. The Tenant Services Authority set National standards for all sections of service delivery, and tasked providers to consult with tenants on 'local offers'. Although this work is soon to be taken over by the Homes and Communities Agency, the core principles remain

After extensive consultation events and a final survey with tenants across Ashfield, the following priorities were identified:

- ASB;
- Repairs and Maintenance;
- Tenant Involvement and Empowerment.

AHL have developed a local offer for ASB in consultation with customers and in line with customer priorities. The offer is known locally as the Ashfield Standards and are as follows. We will:

- Support victims, witnesses and perpetrators of ASB;
- Ensure that tenants are kept informed in regard to the process of their ASB case;
- Work with partners and ensure information is exchanged to tackle ASB consistently within Ashfield;
- Deal with all ASB cases on a priority basis in line with our graded response times;
- Ensure that we give regular feedback to tenants on outcomes of ASB cases including court decisions;
- Organise and hold diversionary activities for young people in each of the four geographical areas of Ashfield.

We support and have funded events and initiatives to raise awareness of our response to ASB and will further consult with tenants as our services develop and change. One example of this was our interactive ASB Conference in Spring 2011. This high profile event launched our tiered approach and enabled AHL to consult with tenants on our methods and tools for tackling ASB.

Further information on the Ashfield standards can be found in the following documents

- Tenancy Services Service Standard
- Tenant Guide to Ashfield Standards
- Tenant Guide to ASB

For more information, or to obtain either of the publications, please contact our Tenant Participation officer, Jeanette Worthington on:

Tel - **01623 608921**  
Text - **07949 103512**  
Freephone - **0800 952 0198**  
Email - [j.worthington@ashfieldhomes.co.uk](mailto:j.worthington@ashfieldhomes.co.uk)

# Roles and Responsibilities

## Roles and Responsibilities

**The Company's Assistant Director of Housing Services has responsibility for:**

Implementing and operating the company's ASB policy and procedure.

**Tenancy Services Manager is responsible for:**

- Ensuring compliance with the company ASB policy and procedure; acting as the lead officer for ASB legal action.
- Monitoring and co-ordinating all ASB legal action cases where ASBO's have been obtained and ABC's agreed and providing regular reports to the Safer Ashfield Partnership Groups.

**The Tenancy Management Team are responsible for:**

- Case management of all cases of ASB and that the 'Tiered' approach is adhered to;
- Gathering evidence, including detailed witness statements if required for legal action;
- Providing advice and support to complainants and perpetrators;
- Preparation of background information for legal action including ABC's and Injunctions;
- Provision and promotion of the Mediation Services;
- Providing feedback to the complainants and witnesses;
- Helping to co-ordinate diversionary initiatives in conjunction with colleagues and partners;

**All members of the Tenancy Management Team must:**

- Follow the Company's Tiered approach when dealing with cases;
- Attend ASB training sessions to keep up to date with latest changes to legislation and best practice;
- Familiarise themselves with this ASB Policy and procedure;
- Act with sensitivity when dealing with complaints of ASB;
- Treat every complaint seriously prior to investigation;
- In the first instance open up a case file on the ASB database;
- Promote the teams accredited Mediation service, providing feedback to the complainants and witnesses;
- Co-ordinate enforcement action and initiatives for prevention, diversion and support of perpetrators of ASB;
- Provide support and training where court attendance is required, for victims and witnesses of ASB;
- Work closely with other partner agencies for example, the Police, Social Services, Probation, Youth Offending Team, Victim Support and Mediation services;
- Work closely with the Ashfield Community Protection Officers; acting as professional witnesses where appropriate; pursuing additional security measures and improvements to properties;
- Maintain and update the ASB database.

## Action Against Perpetrators

The utmost effort will be used in order to identify the perpetrators and appropriate action will be taken by employees. The course of action will initially be determined by the investigating officer in consultation with the complainant using the tiered approach. In addressing ASB and HC, the case may be discussed at a multi agency ASB panel meeting if appropriate, where all options will be considered. Legal action for example, Injunctions, ASBO's and criminal prosecution, possession and eviction proceedings may be taken.

The Company's employees will wherever possible, support perpetrators of ASB by signposting them to relevant agencies.

For more information on agencies we work with please refer to our Tenants Guide to ASB. Tel - **0800 952 0193**

## Supporting Victims and Witnesses

AHL aims to provide adequate and emotional support to victims and witnesses of ASB and HC by working closely with relevant agencies to ensure their safety. This may also include a referral to Victim Support. In considering the most effective options for the protection of tenants and the wider community from ASB we will consider the positive impact that support may have on perpetrators. We will make referrals to specialist agencies when dealing with issues of ASB that are a consequence directly or indirectly of one of the following factors:

- Drug use
- Alcohol Use
- Mental Health
- Disability

We will make these referrals at the earliest possible stage via assessment, in an effort to prevent or manage issues as they arise. These agencies include Community Health Teams, Drug Action Teams and community based organisations .



Respect  
for Ashfield



# Tenants Responsibility

## Tenants Responsibilities in Relation to ASB and HC's

ADC's **Tenancy Agreement** is a legally binding contract between ADC and its tenants. Section 8 of the Tenancy Agreement specifically sets out tenants responsibilities in relation to ASB.

8.1 You are responsible for your own behaviour and for that of anyone, including relatives and animals living with you and visitors to your home whether on a permanent or temporary basis.

8.2 You, relatives or anyone living with you, your animals and your visitors must not cause, or act in a way which is likely to cause nuisance, annoyance or disturbance to people living, visiting or working in the locality of your home.

People working in the locality of your home includes: our employees, contractors and other people engaged in lawful activity in the area e.g. postal workers.

8.3 You, relatives or anyone living with you, your animals and your visitors must not cause or act in a way which is likely to cause people living, visiting or working in the locality of your home to feel harassed, abused or threatened.

8.4 You, relatives or anyone living with you, your animals and your visitors must not cause or act in a way which is likely to cause damage to, dump rubbish on or misuse communal areas, corridors, stair wells, shared entrances, play areas or anywhere else including any other property, or land owned by us. Any items found may be removed without further notice, particularly if deemed to be a Health and Safety risk such as flammable items, trip hazards or blocking exits.

8.5 You, relatives, or anyone living with you and your visitors must not make false or malicious complaints about the behaviour or another person.

8.6 You, relatives, or anyone living with you and your visitors must not:

- Use the property for any illegal or immoral act such as selling drugs, possessing drugs, storing drugs or stolen goods or prostitution;
- Undertake any illegal or immoral acts such as selling drugs, possessing drugs, storing drugs or stolen goods or prostitution in the locality of your home;
- Commit an arrestable offence in, or within the locality of your home;
- Inflict domestic violence or threaten violence against any other person, including using mental, emotional or sexual abuse, to make anyone who lives with you leave the property.

8.7 You, relatives or anyone living with you, and your visitors must comply with the law on smoke free premises. You would be breaking the law by smoking in smoke free premises.

8.8 You, relatives or anyone living with you must not become a member of a gang or allow a member of a gang to visit the property.

8.9 You must make sure that you do not allow, incite or encourage other people living with you, relatives or visitors to your home engage in behaviour as described in the clauses 8.2 to 8.8 above.

**Action for breach of tenancy can lead to eviction (under Grounds 1 or 2 of the Housing Act 1985 & 1996), or an injunction requiring compliance with the terms of the Tenancy Agreement**



## Actions we take to achieve this policy include:-

- Continuing to publicise and inform tenants and victims of ASB about policies and procedures through our Stop Moanin' Start Phonin' campaign and ASB Hotline
- Promoting tolerance and RESPECT between all members of our communities.
- Tackling the causes and dealing with the consequences of ASB with clear timescales through our tiered approach for responding to and investigating complaints.
- Liaising with colleagues to develop measures to prevent, deter or tackle the underlying causes of ASB.
- Using our existing toolkit of responsive measures and range of intervention strategies and options to identify, tackle and resolve ASB problems, plus through working with community groups, schools and residents committees.
- Taking enforcement action to resolve problems of serious and persistent ASB.
- Providing support to victims of ASB to help them deal with the consequences and to the perpetrators to help them change their behaviour.
- Working with a variety of partner agencies such as the police, local council, youth offending teams, social services, education services, community mental health teams and the voluntary sector.
- Investigating development of our employees skills and training to ensure they can deal effectively with conflict and managing secure neighbourhoods.
- Publicising the successes we have in resolving ASB issues.

## Road shows on ASB

We will have a programme of road shows on many of our schemes to raise awareness of this Policy and our tiered approach. We will also consult with tenants on their experiences when reporting ASB and support we have offered. We will also discuss our Stop Moanin' Start Phonin' campaign as well as discussing the various agencies we work in partnership on tackling ASB with tenants.

## We will further ensure that:

- All our actions and activities on ASB follow best practice in Access and Customer Care.
- Customers can contact us regarding ASB using a variety of methods and are clear on the staffing structure and key contacts.
- Our standards are comprehensive and tenants are fully informed of them
- Customers are aware of the services available and how and when to access them.
- How to make a complaint is well publicised and easy to access
- Customers are reasonably satisfied with the responses to their complaints

## Safety Products

We have consulted with Tenants and victims of ASB on a range of products to help them feel safer and more secure in their homes.

These items form our physical toolkit and items adopted may include personal safety alarms, lighting timer devices, valuables safe storage containers, dummy cameras, shed alarms, pendant alarms and window vibration sensors.

# Partnership Working

## Partnerships

AHL work in partnership with other agencies when dealing with ASB and HC. The following enforcement measures can be taken by our partner agencies:

### APAC

APAC is a coordinating and operational group responsible for developing and implementing an annual action plan to tackle issues identified in the area. The group reviews and evaluates project performance on key initiatives and programmes associated with crime and ASB. The group use an holistic approach to tackle short and medium term interventions.

### The Police

We have an agreed information sharing protocol with the Police and actively work together to share information on victims and perpetrators of ASB, plus we address challenges together to design solutions and initiatives; within the neighbourhoods we manage.

*Working in  
Partnership*



### Fixed Penalty Notices for Disorderly Behaviour

Police and Police Community Support Officers (PCSO's) can impose Fixed Penalty Notices on adults for offences such as disorderly behaviour while drunk in a public place.

### Landlords Forum

The Company lead the regional ASB Landlords Forum made up of Registered Providers, Police, Support Agencies and Council Representatives. This groups exists to share best practice, review developing legal powers in tackling ASB, discuss performance and initiatives deployed in different parts of the region in response to ASB. The group will also examine prevention and diversionary methods plus help for victims and measuring outcome satisfaction.

We are committed to work in partnership with a variety of agencies and statutory bodies in ensuring we respond to ASB in a robust and holistic manner.

### Ashfield District Council



### Fixed Penalty Notices for Fly Posting/Fly Tipping / Graffiti

Fixed penalty notices of £50 in relation to minor graffiti and fly-posting offences can be issued. If the problem is not cleaned within 28 calendar days the local authority can clean it and reclaim their costs.

### Community Protection Officers undertake the following duties

- Enforcement activity including the issuing of Fixed penalty Notices
- Preparing intelligence and evidence to pursue legal action against perpetrators of ASB
- Acting as Professional Witnesses
- Providing crime reduction advice
- Reporting environmental problems to the council and other organisations
- Offering practical support and reassurance to victims of ASB



## Housemark

We work with Housemark, which is a National Benchmarking Organisation, to review and compare our performance on ASB. Through sharing best practice and outcomes with other landlords, we can help raise satisfaction of victims of ASB in achieving a positive response.

## Schools

### Removal of Truants

In schemes agreed with the Local Education Authority, the police have the power to pick up truants and return them to school or another safe place.

## Youth offending service

### Child Safety Orders

Can be issued by the Court to prevent children under 10 getting involved in ASB or crime. Children are placed under the supervision of a Youth Offending Service (YOS) or Social Worker, normally for 3 months.

### Child Curfew Schemes

Local authorities can apply to establish schemes prohibiting unsupervised children aged under 10 from public places between 9 p.m. and 6 a.m.

### Bans on Street Drinking

The consumption of alcohol can be prohibited in public places designated by the local authority.

### Anti-Social Behaviour Orders (ASBOs)

ASBO's are similar to an injunction and can be obtained in the Magistrates' Court or in the County Court against those who have acted in "a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as themselves".

### Powers to close houses (Closure Orders)

The Police can issue a Closure Notice on premises they have reason to believe are being used for the production or use of drugs or being used to cause ASB nuisance. The Police then apply to Court within 48 hours for a Closure Order for up to 6 months. During this period, entering or remaining in the property will be an offence and premises are effectively sealed.

### Dispersal Orders

The Police have powers to disperse groups of two or more and return young people under 16 who are unsupervised in public places after 9pm to their homes. The police officer authorising the use of the powers must have reasonable grounds for believing that the public are being intimidated, harassed, alarmed or distressed as a result of the presence or behaviour of gangs and ASB is a significant problem in the relevant locality.

# Glossary of Terms

<b>ABCs</b>	Acceptable Behaviour Contracts - a remedy to tackle ASB.
<b>ALMO</b>	Arms Length Management Organisation - a company set up to manage and improve council housing stock.
<b>AHL (The Company)</b>	Ashfield Homes Limited- the Managing Agent.
<b>APAC</b>	Ashfield Partnership Against Crime - local organisations working in partnership to tackle ASB.
<b>A Power of Arrest</b>	A remedy to tackle ASB.
<b>ASB</b>	Anti Social Behaviour- a variety of behaviour covering a whole complex of selfish and unacceptable activity that can blight the quality of community life.
<b>ASB Advice Letter</b>	A early intervention tool to persuade perpetrator to adjust their bad behaviour
<b>ASBI</b>	Anti Social Behaviour Injunction - remedy available to tackle ASB.
<b>ASBO</b>	Anti Social Behaviour Order- remedy available to tackle ASB.
<b>ASB Warning Letters</b>	A early intervention tool to persuade perpetrator to adjust their bad behaviour
<b>Closure Orders</b>	A remedy to close premises where there is reason to believe they are being used for the production, supply or use of Class A drugs or are being used to cause ASB and are causing serious nuisance or disorder.
<b>CRASBO</b>	Criminal Anti Social Behaviour Order- remedy available to tackle ASB.
<b>Demoted Tenancies</b>	A remedy to tackle ASB which can make it easier to evict tenants committing acts of ASB.
<b>Dispersal Orders</b>	Powers for the police to disperse groups of two or more and return young people under 16 who are unsupervised in public places after 9pm to their homes.
<b>Safeguarding Children Policy</b>	The Company's policy to safeguard and promote the welfare of children
<b>Safeguarding Adults Policy</b>	The Company's policy to safeguard and promote welfare of adults
<b>Possession Orders</b>	Steps taken to evict a tenant from their home.
<b>Introductory Tenancies</b>	Provided to all new tenants this enables easier repossession of homes during the first 12 months of the tenancy where there are grounds for eviction.



<b>Fixed Penalty Notices</b>	On the spot fines can be issued for acts of ASB.
<b>CPO</b>	Community Protection Officer
<b>Injunctions</b>	A Court Order that prohibits unsociable behaviour
<b>CRB</b>	Criminal Records Bureau
<b>DPPO</b>	Designated Public Places Order
<b>HMA</b>	Housing Management Advisor
<b>PACE</b>	Police and Criminal Evidence Act
<b>PCSO</b>	Police Community Support Officer
<b>PPO</b>	Persistent Prolific Offender
<b>RAIN</b>	Restorative Approaches in Neighbourhoods
<b>SHMA</b>	Senior Housing Management Advisor
<b>TSA</b>	Tenant Services Authority
<b>TSM</b>	Tenancy Services Manager
<b>YOT</b>	Youth Offending Team
<b>YOS</b>	Youth Offending Service

## Useful Contact Details for Ashfield Homes Services:

Ashfield Homes 24hr Repairs Call Handling  
Centre  
Tel - **0800 4794999**

Ashfield Homes Technical Services  
(Procurement / Major Works)  
Tel - **01623 608872**

Ashfield Homes Housing Services  
Tel - **01623 608907**

Ashfield Homes 24hr Support Centre  
Tel - **01623 608990**  
Text phone / Minicom  
Tel - **01623 608989**

ASB Hotline  
Tel - **0800 952 0193**  
Text - **07786683692**

Tenant Participation Hotline  
Tel - **0800 952 0198**

[www.ashfieldhomes.co.uk](http://www.ashfieldhomes.co.uk)

# Useful Contacts

## Useful Contacts

Ashfield Homes ASB reporting line

Tel- **0800 152 0193**

Nottinghamshire Police

Tel- **0300 300 9999**

Victim Support

Tel- **01623 450088**

Ashfield District Council  
Urban Road  
Kirkby-in-Ashfield  
Nottinghamshire  
NG17 8DA

Tel - **01623 450000**

Fax - **01623 457585**

Email - [info@ashfield-dc.gov.uk](mailto:info@ashfield-dc.gov.uk)

Website - [www.ashfield-dc.gov.uk](http://www.ashfield-dc.gov.uk)

Ashfield Homes,  
Head Office,  
Broadway,  
Brook Street,  
Sutton-in-Ashfield,  
Nottinghamshire,  
NG17 1AL

Company number - 4294485

Tel - **01623 608888**

Fax - **01623 608930**

Email - [ahlmail@ashfieldhomes.co.uk](mailto:ahlmail@ashfieldhomes.co.uk)

Website - [www.ashfieldhomes.co.uk](http://www.ashfieldhomes.co.uk)

Kirkby Property Shop  
Unit 2  
Shopping Centre  
Lowmoor Road  
Kirkby-in-Ashfield  
Notts  
NG17 7BE  
Tel - **01623 608932**

Sutton Property Shop  
16 Brook Street  
Sutton-in-Ashfield  
Notts  
NG17 1AL  
Tel - **01623 608950**

Hucknall Property Shop  
Council Offices  
Watnall Road  
Hucknall  
Notts  
NG15 7LA  
Tel - **0115 956 8713**

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Tel - **01623 608888**